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DEPARTMENT OF AUDITOR-CONTROLLER**

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October 23, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley
Auditor-Controller

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for

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – THE DAVID AND MARGARET HOME – MAIN CAMPUS AND WENWOOD GROUP HOMES**

We have completed a review of Main Campus and Wenwood Group Homes (Group Home or Agency) operated by The David and Margaret Home. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Main Campus Group Home is a 60-bed facility, which provides care for girls ages 12-18 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Main Campus Group Home was providing services for twenty-nine DCFS children, nine Probation children, twelve Riverside County children, two San Bernardino County children and one San Diego County child.

Wenwood Group Home is a six-bed facility, which provides care for girls ages 12-18 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Wenwood Group Home was providing services for five DCFS children and one Probation child.

Both Group Homes are located in the Fifth District.

"To Enrich Lives Through Effective and Caring Service"

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address a few deficient areas.

Both Group Homes need to include input from all members of the treatment team and the child in the development and implementation of the Needs and Services Plans and review and revise the current discipline system as needed.

Main Campus Group Home needs to develop comprehensive Needs and Services Plans and provide monthly psychiatric evaluations for all children taking psychotropic medications. Additionally, the Group Home needs to train all staff to treat children with respect and dignity and monitor their interactions. The Group Home also needs to encourage and assist all children in creating and maintaining photo albums/life books.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

JTM:DC:CC:asl

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Chief Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Charles Rich, Executive Director, The David and Margaret Home
Public Information Office
Audit Committee

**The David and Margaret Home
Main Campus Group Home
La Verne, California 91750
License Number: 191500192
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Main Campus Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Twelve

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current. However, input from all members of the treatment team and the child is not included in the development or implementation of the NSPs. The NSPs are not comprehensive and do not include measurable or achievable short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

1. The David and Margaret Group Home management:

- a. Include input from all members of the treatment team and the child in the development and implementation of the Needs and Services Plans.**
- b. Develop comprehensive Needs and Services Plans that include measurable and achievable short and long term goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Twelve

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Twelve

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. However, all children taking psychotropic medications are not routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

- 2. The David and Margaret Group Home management provide monthly psychiatric evaluations for all children taking psychotropic medications.**

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Twelve

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express dissatisfaction with the quality of their interactions with staff and report that some staff members do not treat them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are not consistently enforced and that consequences for inappropriate behavior are not always fair and appropriate. Children feel that the discipline policies are too strict and rewards for good behavior are not attainable.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental and psychiatric care.

Recommendations

3. The David and Margaret Group Home management:

- a. Provide on-going staff training and ensure that all staff treat children with respect and dignity.**
- b. Review the current reward and discipline system and revise appropriately as needed.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Twelve

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with a minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, not all children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

- 4. The David and Margaret Group Home management encourage and assist all children in creating and maintaining photo albums/life books.**

**The David and Margaret Home
Wenwood Group Home
La Verne, California 91750
License Number: 191503111
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Wenwood Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current, comprehensive and include short and long term goals. However, input from all members of the treatment team and the child is not included in the development or implementation of the NSPs.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

- 1. The David and Margaret Group Home management include input from all members of the treatment team and the child in the development and implementation of the Needs and Services Plans.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are not consistently enforced and that consequences for inappropriate behavior are not always fair and appropriate. Children feel that the discipline policies are too strict and rewards for good behavior are not attainable.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental and psychiatric care.

Recommendation

2. Wenwood Group Home management review the current reward and discipline system and revise appropriately as needed.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

August 27, 2007

Candace Rhue
Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 West Temple St., Room 515-A
Los Angeles, CA 90012-9020

Ms. Rhue,

Attached is the Corrective Action Plan under the review of the Director of Residential Services, Kenneth Cole, Psy.D., in conjunction with Executive Director, Charles Rich, LCSW, in accordance with the group home evaluation conducted by your offices. The Corrective Action Plan is based on feedback given by your staff during the exit interview at our agency that occurred on May 8, 2007.

Included in the Corrective Action Plan are documents related to the following Areas of Review for the David and Margaret Campus and Wenwood Group Home.

The Corrective Action Plan is as follows:

**Main Campus Group Home
1350 Third St.
La Verne, CA 91750
License Number: 191500192
Rate Classification Level: 12**

1 - Needs and Services Plan and Input from All Members of Treatment Team:

Plan/Follow-Up: The Director of Residential Services, Dr. Kenneth Cole, and Director of Mental Health, Michael Miller, MFT, met to determine the most appropriate way to make the primary objectives for each resident's Needs and Services Plan more clearly defined. This will aid both the resident and staff in ensuring that their treatment objectives are followed and remain the primary focus of their time at the David and Margaret Home.

To accomplish this, and to be in compliance with the recommendations from the audit the following will be implemented:

1 - Each resident will receive a Needs and Services Plan (NSP) that includes measurable and achievable short and long-term goals. The goals will be created based on input from representatives from the Mental Health Department, Nursing, the

Residential Program and the Joan Macy School. In addition, the resident in review of the NSP will have input and have the goals and objectives thoroughly conveyed to them in a manner that is understandable.

2 - Should the resident's behavior warrant a revision to the NSP, there will be a revision to the NSP integrating feedback and input from all relevant members of the treatment team. This includes the RLT, the resident's primary therapist, representatives from the Joan Macy School, Nursing staff, and the resident's Case Manager. Oversight of the NSP's is completed by both the Director of Residential Services and the Director of Mental Health.

3 - Each review and completed NSP will be reviewed by the resident's primary Residential Life Therapist (RLT) with signature obtained by the resident ensuring that they have reviewed their NSP and had it explained to them in a manner that they understand.

Status: Implemented

Supervisor Responsible for Implementation and Compliance:
Kenneth Cole, Psy.D., Director of Residential Services

Supervisors Responsible for Quality Assurance:
Kenneth Cole, Psy.D., Director of Residential Services
Michael Miller, LMFT, Director of Mental Health

- 2 - **Psychotropic Medication and Monthly Evaluations:**
Plan/Follow-Up: Under the direction of the Director of Mental Health, Michael Miller, MFT, this responsibility has been assigned to the nursing supervisor of the David and Margaret House.

To accomplish this, and to be in compliance with the recommendations from the audit the following will be implemented:

1 - The Nursing department will monitor the resident's file weekly and ensure that the resident has had an appointment unless otherwise indicated by psychiatrist (i.e., every other month).

2 - The Nursing Department will then email the Director of Mental Health a roster of any and all youth on medication at the beginning of each month and he/she will work with the psychiatrist to ensure the youth are seen that month.

Status: Implemented

Supervisor Responsible for Implementation and Compliance:
Michael Miller, LMFT, Director of Mental Health

Supervisors Responsible for Quality Assurance:
Kenneth Cole, Psy.D., Director of Residential Services
Michael Miller, LMFT, Director of Mental Health

3 - Personal Rights:

Plan/Follow-Up: It is the mission of the David and Margaret Home to treat all residents under our care with the utmost of respect and dignity. To that end, proper compliance with therapeutic treatment and creating a therapeutic milieu with an abundance of caring and compassionate professionals remains a top priority. To that end our training program continues to emphasize proper staff/client interactions.

To accomplish this, and to be in compliance with the recommendations from the audit the following will be implemented:

1 - Staff continues to be monitored to ensure that they are treating residents with dignity and respect. Should any concern arise regarding how staff are treating residents is dealt with promptly with appropriate disciplinary action if warranted. In addition, all residents have access to and are informed of the Cottage Grievance Form. There are no negative repercussions for any resident voicing concern about staff.

2 - To enhance consistency across campus regarding the point level system, Case Manager staff will continue to review point sheets with the residents and their staff. In addition, Counselor staff will attend a refresher course on the Point Level System at the All Counselor Staff Meeting on October 3, 2007. Verification of this training will be forwarded once completed.

Status: Item 1 (Implemented)

Status: Item 2 (ongoing--Date of Anticipated Implementation-10/3/07)

Supervisor Responsible for Implementation & Compliance-Item 1:
Kenneth Cole, Psy.D., Director of Residential Services

Supervisors Responsible for Quality Assurance:
Kenneth Cole, Psy.D., Director of Residential Services
Michael Miller, LMFT, Director of Mental Health

**Wenwood Group Home
3003 Wenwood St.
La Verne, CA 91750
License Number: 191503111
Rate Classification Level: 12**

1 - Needs and Services Plan and Input from All Members of Treatment Team:

Plan/Follow-Up: The Director of Residential Services, Dr. Kenneth Cole, and Director of Mental Health, Michael Miller, MFT, met to determine the most appropriate way to make the primary objectives for each resident's Needs and Services Plan more clearly defined. This will aid both the resident and staff in ensuring that their treatment objectives are followed and remain the primary focus of their time at the David and Margaret Home.

To accomplish this, and to be in compliance with the recommendations from the audit the following will be implemented:

1 - Each resident will receive a Needs and Services Plan (NSP) that includes measurable and achievable short and long-term goals. The goals will be created based on input from representatives from the Mental Health Department, Nursing, the Residential Program and the Joan Macy School. In addition, the resident in review of the NSP will have input and have the goals and objectives thoroughly conveyed to them in a manner that is understandable.

2 - Should the resident's behavior warrant a revision to the NSP, there will be a revision to the NSP integrating feedback and input from all relevant members of the treatment team. This includes the RLT, the resident's primary therapist, representatives from the Joan Macy School, Nursing staff, and the resident's Case Manager. Oversight of the NSP's is completed by both the Director of Residential Services and the Director of Mental Health.

3 - Each review and completed NSP will be reviewed by the resident's primary Residential Life Therapist (RLT) with signature obtained by the resident ensuring that they have reviewed their NSP and had it explained to them in a manner that they understand.

Status: Implemented

**Supervisor Responsible for Implementation and Compliance:
Kenneth Cole, Psy.D., Director of Residential Services**

Supervisors Responsible for Quality Assurance:

Kenneth Cole, Psy.D., Director of Residential Services
Michael Miller, LMFT, Director of Mental Health

2 - **Personal Rights:**

Plan/Follow-Up: It is the mission of the David and Margaret Home to treat all residents under our care with the utmost of respect and dignity. To that end, proper compliance with therapeutic treatment and creating a therapeutic milieu with an abundance of caring and compassionate professionals remains a top priority. To that end our training program continues to emphasize proper staff/client interactions.

To accomplish this, and to be in compliance with the recommendations from the audit the following will be implemented;

- 1 To enhance consistency across campus regarding the point level system, Case Manager staff will continue to review point sheets with the residents and their staff. In addition, Counselor staff will attend a refresher course on the Point Level System at the All Counselor Staff Meeting on October 3, 2007. Verification of this training will be forwarded once completed.

Status: Ongoing (Date of Scheduled Implementation - 10/3/07)

Supervisor Responsible for Implementation and Compliance:

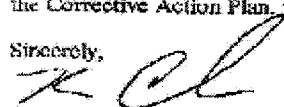
Kenneth Cole, Psy.D., Director of Residential Services

Supervisors Responsible for Quality Assurance:

Kenneth Cole, Psy.D., Director of Residential Services
Michael Miller, LMFT, Director of Mental Health

Thank you for providing our facility an opportunity to enhance the programming we provide. Should you have any further questions regarding the Corrective Action Plan, please do not hesitate to give me a call.

Sincerely,


Kenneth Cole, Psy.D.
Director of Residential Services
David and Margaret Home
Phone: 909.596.5921, ext. 3191
Email: ccolek@dnhhome.org